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| Milwaukee County Department of Health and Human Services Division of Youth and Family Services POLICY & PROCEDURE | Original Date Issued: 02/01/2014 Last Revision Date: 01/01/2018 | Current Review Date: 10/27/2020 Current Review By: DP | Section: ADMINISTRATION | Policy No: 010 | Pages: Page 1 of 5 |
| <input checked="" type="checkbox"/> Division of Youth and Family Services (DYFS) <input checked="" type="checkbox"/> Detention Center <input checked="" type="checkbox"/> DYFS Services Network <input checked="" type="checkbox"/> Purchase of Service Agencies | Current Effective Date: 12/01/2020 | Subject: <div style="text-align: center;"> Critical and Serious Incident Reporting Policy </div> | | | |

I. Policy

It is the policy of Division of Youth and Family Services (DYFS) that all Critical and Serious Incidents must be reported within the specified time frames of the incident to DYFS and meet all criteria to ensure that all necessary actions are taken to ensure the health, safety and welfare of all DYFS youth, families and staff. This structured reporting process provides protection, enhances staff capacity as well as informs the reporting and tracking capabilities of the department.

Milwaukee County has a county-wide goal to improve equitable service delivery and develop an organizational culture of equity. This means that we are working to ensure that every youth and family is provided care by knowledgeable staff with skills and resources to address racial and socio-economic disparities and inequities.

This process applies to our Human Services Worker (HSW) and Youth Correctional Officer (YCO) Staff as well as our contracted DYFS Provider Network and assists with systematic improvements to the quality of the services we provide youth and families.

II. Definitions

- A. Critical and Serious Incidents are defined as any event(s) or situation(s) that jeopardizes the health or safety of youth and family members involved with DYFS, or of staff employed by or associated with DYFS.
- B. The term "Critical Incident" is used by DYFS for Human Service Worker (HSW) or Youth Correctional Officer (YCO) staff to describe the above-mentioned events and/or situations.
- C. The term "Serious Incident" is used by DYFS contracted agencies/agency staff to describe the above-mentioned events and/or situations.
- D. Critical Incident Reports are completed by DYFS Human Service Worker (HSW) staff.
- E. Serious Incident Reports are completed by DYFS contracted agencies/staff using the agencies format/document. NOTE: The term SIR described herein is NOT referencing the Department of Children and Families SIR Form (#CFS2146-E). While an agency can use the DCF SIR Form to submit to DYFS, the agency also has the right to develop their own reporting template as approved by DYFS.
- F. Incident Reports (or Use of Force Reports) are completed by DYFS Youth Correctional Officer (YCO) and/or YCO Supervisor staff.

III. Procedure

Serious and Critical Incidents that require reporting may include, but are not limited to the follow:

A. Reporting Purpose

Youth

1. Any event that requires contacting child protective services (414-220-SAFE), i.e. HSW receiving first-hand any reports of child sex trafficking in addition to physical, verbal, emotional, or sexual assault on or by youth or employee (includes attempted or alleged);
2. Death of youth, parent/guardian, sibling residing with the youth or team member;...
3. Youth that go missing (*Refer to applicable DYFS Program Policy and/or DYFS Policy 026: Missing Youth*);
4. Youth damaging, losing and/or stealing the personal property of others, e.g. other youth or staff;
5. Property of Youth being damaged, lost and/or stolen;

Youth and Staff Interaction

6. Injuries to HSW, YCO or other internal DYFS or contracted staff resulting from youth interaction;
7. Physical altercations between youth & staff.

Staff

8. Youth/Parent or Guardian files a Complaint and/or Grievance against a Provider;
9. Any unethical conduct perpetrated by DYFS or contracted staff involving youth;

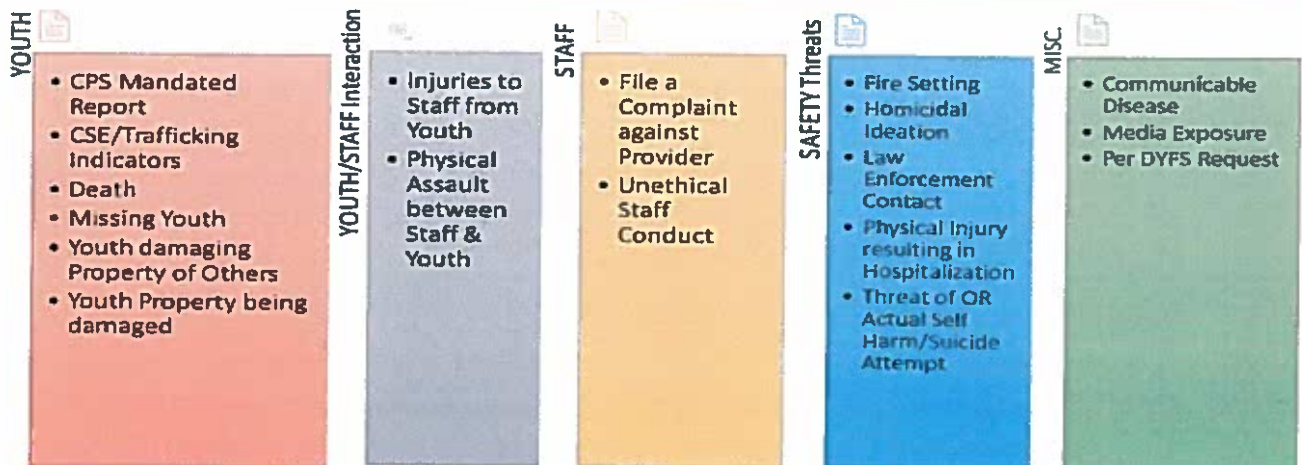
Safety Threats

10. Fire Setting;
11. Homicidal ideations or threats made by youth/family member or anyone involved with the case, e.g. death threats, bomb threats, etc.;
12. Any event requiring law enforcement contact;
13. Physical injury resulting in the youth being taken to the hospital;
14. Youth attempts suicide has suicidal ideations or is actively suicidal.

Misc.

15. Any outbreak of a serious communicable disease that directly impacts the youth being served;
16. Any event that could result in media exposure;
17. For any incident of a critical nature that may not be identified above, DYFS reserves the right to request a report.

Incident Reporting Requirements



B. Reporting Criteria

Human Service Workers

1. The HSW must immediately inform by phone or in person their Supervisor and DYFS Management of any dangerous or potentially volatile situations and can immediately access any available DYFS Management staff to seek support or consultation on any Critical Incident situation, as needed.
2. HSWs must report all critical incidents to their supervisor within 24 business hours of notification of the event to address any immediate health and/or safety needs of the youth/family via phone, email or in person and case noted in Synthesis.
3. A **Critical Incident Report** must be completed in Synthesis within 48 business hours of the initial notification to the HSW.

Youth Correctional Officers

4. The YCO must immediately inform by phone or in person their Supervisor and DYFS Management of any dangerous or potentially volatile situations and can immediately access any available DYFS Management staff to seek support or consultation on any Critical Incident situation, as needed.
5. YCOs must report all critical incidents by the end of the shift of which the incident occurred.
6. An **Incident or Use of Force Report** must be completed in the Operating System (OS) before the end of the Detention shift.

DYFS Contracted Providers

7. A **Serious Incident Report** must be completed in the manner designated by the respective program/agency as approved by DYFS.
8. All **contracted DYFS providers** must report all serious incidents to the parent/guardian and DYFS, including the HSW and corresponding Administrative/Program Coordinator within 24 hours of the incident via a Serious Incident Report and include the specific language "Serious Incident Report" in the email subject line.

C. Reporting Content

While the reporting format may vary depending on the entity completing the report, the content of all report types must include, but not be limited to, the following information:

1. Describe the nature of the incident, including but not limited to:
 - o Brief summary,
 - o Date of occurrence,
 - o Time from beginning to end,
 - o Location of the incident,
 - o Youth and/or Staff witness accounts,
 - o Involved Youth(s) Statement(s);
 - o Injuries sustained by any party.
2. Identify all parties involved, i.e. involved, witnessed, etc.
3. Agency Response, including but not limited to:
 - o Actions taken to deescalate or resolve the matter;
 - o Actions taken in incidents involving use of physical restraint;
 - o Date/Time of all notifications made to DYFS, Parent/Guardian, Team, etc.
4. Any identified next steps.

IV. Extenuating Circumstances

A. Report Escalation to Quality – Formal Complaints

Given the above purpose outlined for incidents; there are circumstances in which negligence and/or inappropriate behavior may be alleged in the reporting. In this case, a formal complaint with the DYFS Quality Department is required to be completed by the person that witnessed and/or has been impacted by the event, e.g. the HSW, YCO, contracted provider staff, outside entity, etc.

- ✎ To determine whether Quality must be consulted, seek supervisory and/or management guidance. This process does not supersede the recommendation to informally resolve concerns prior to filing a formal complaint. Prior to contacting DYFS Quality to file a formal complaint, please refer to *DYFS Policy 007: Complaint and Grievance Process*.

The following are instances where DYFS Quality should be notified via a formal complaint:

Youth-Specific

1. A serious policy and/or rule violation has occurred,
2. 220-SAFE has been contacted due to suspected child physical, verbal, emotional, or sexual assault by **an employee**, either contracted or direct staff person (includes attempted or alleged),
3. There has been a serious injury to a youth,
4. Death Threat made to any youth

Professional Staff-Specific

5. A criminal act has occurred by any staff employed, contracted or associated with DYFS that directly impacts their ability to provide youth care,
6. Any unethical behavior of any staff employed, contracted or associated with DYFS that has directly impacted the youth and/or family,
7. A parent has made a complaint that cannot or has not been resolved with the professional staff,

Misc.

8. For any incident not identified above, DYFS reserves the right to file a formal complaint.

B. Wraparound Milwaukee Involvement

DYFS and Wraparound Milwaukee (WM) have common network Providers. In the event that a network Provider Organization and/or contractors is in the WM Provider Network only, and subject of the allegation, complaint or incident being reported, WM Quality Assurance must be notified in order to effectively respond to and address the concern.

1. DYFS Quality Department will be responsible for reporting any matter that involve WM providers, agencies or contractors to WM Quality Assurance (QA). WM QA will then follow their internal protocol to investigate the concern that has been raised, which includes but is not limited to notifying the assigned Care Coordinator (CC) when applicable.
2. DYFS Quality Department will be responsible for following up with WM for reported outcomes and sharing as appropriate with the original complainant.
3. The HSW must also ensure the WM CC and team remain aware of any issues raised with team members and/or provider, agencies or contractors that have resulted in Critical and/or Serious Incidents that have been reported to DYFS QA.

V. Documentation

A. Data Entry

Upon receipt of notification that a critical or serious incident has taken place, all Critical Incident Reports are to be enter into Synthesis for HSW staff and Operating System (OS) for YCO staff.

Human Service Workers

1. All HSW staff must access Synthesis and go to your youth file. When in your youth file, click “forms” at the top of the page and then click on Critical Incident-CCC. Complete the report as indicated.
2. The HSW Supervisor must review all Critical Incident Reports in Synthesis and depending on the nature of the event, determine if it must be reported to Quality.

3. The assigned DYFS Manager must then review the report in Synthesis and notify the HSW and HSW Supervisor if any additional action is required, which will also be recorded on the bottom portion of the Critical Incident Report.

Youth Correctional Officers

1. All YCO/Sup staff must access the Jail Log or Incident or Use of Force Report in the Detention Operating System (OS).
2. Upon completion, the YCO/Sup that completed the report must notify the YCO Supervisor on duty of the reports' completion for supervisory review and approval.
3. Upon supervisory review of the Jail Log, Incident or Use of Force Report, the YCO Supervisor must approve the report and conduct any follow-up necessary. This includes but is not limited to notifying the DYFS QA Department of any incidents that meet the criteria as established in III.B. of this policy.

DYFS Contracted Providers

1. All DYFS Contracted provider staff must complete a formal Serious Incident Report (SIR) using the format designated by the respective program and/or agency.
2. The completed SIR must be submitted to required parties within 24 hours of the incident via email.

B. Quality Formal Complaint Form

The *Quality Suggestion/Complaint Form* can be found on the shared "H" drive for internal DYFS Staff or the DYFS website for all parties. To access the form on the website, use the following link:
<https://county.milwaukee.gov/EN/DHHS/Provider-Portal/DYFS-Providers>

Reviewed & Approved By:


Mark Mertens, Division Administrator